

Table 1.1-1: MUGSy Business Rules for Change Request Process

Process Step	Rqrd	Fields Assigned	State	Next State	Note
Report CR	*	Originator			Automatic based on logon
	*	Type			
	*	Product			
	*	Phase Identified			
	*	Severity			
	*	Priority			
		Assigned to			
	*	Summary			
	*	Long Description			
	*	CR No			Automatic
		X ref			
		Approval Level			Defaults to "ICR"
		Test Result			
	*	Sched Rel			Automatic
		Created Date:			
		Due Date			
		Completed Date			Automatic based on "CLOSED state date"
	*	Status =	Reported		
				Validated	
				Rejected	
				Approved for Analysis	
				Rejected	
				Analysis Complete	
				Solution Approved	
				Solution Rejected	
				Duplicate	
				Hold	
Product Owner Validates	*	Assigned to			
	*	Approval Level			
	*	Status =	Validated		
				Approved for Analysis	
				Rejected	
				Analysis Complete	
				Solution Approved	
				Solution Rejected	
				Hold	
			Rejected		
				Closed	Originator must agree and "Close"
				Hold	
Review Team Approves CR to be analyzed	*	Status =	Approved for Analysis		Approval to apply resources to analyze CR
				Analysis Complete	
				Solution Approved	
				Solution Rejected	
				Hold	
			Rejected		
				Closed	Originator must agree and "Close"
				Analysis Complete	
				Hold	

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Assignee(s) Analyzes and recommends solution	*	Long Description completed with all relevant information regarding analysis and recommended solution			
	*	Status =	Analysis Complete		
				Solution Approved	
				Solution Rejected	
				Hold	
Review Team Approves (or Rejects) Solution	*	Long Description completed with all relevant information regarding reason that solution was rejected			
		Sched Rel			
	*	Status =	Solution Approved		
		OR		Document Complete	
				Upgrade Complete	
				Hold	
	*	Status =	Solution Rejected		
				Analysis Complete	
				Hold	
				Closed	Originator must agree and "Close"
Product Owner or Review Team or Assignee	*	Long Description identifying the previously written CR that is the same (duplicate)			
	*	Status =	Duplicate		
				Closed	
				Closure Rejected	
Product Owner updates document in accordance with approved solution	*	Status =	Document Complete		
				Document Approved	
				Document Rejected	
				Hold	
Product Approver approves (or rejects) document	*	Status =	Document Approved		
				Closed	
				Hold	
	*	Long Description identifying why the document was rejected			
	*	Status =	Document Rejected		
				Document Complete	
				Hold	
Assignee(s) update system spec, CI design, Code, test procs, other documentation	*	Long Description that identifies the completed updates			
	*	Status =	Upgrade Complete		
				Test Complete	
				Hold	
Testers test CR implementation consistent with origination phase	*	Test Result: Pass			
	*	Status =	Test Complete		
				Deployment Approved	

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				Deployment Rejected	
	*	Long Description that identifies the reason the test failed		Hold	
	*	Test Result: Fail			
	*	Status =	Test Complete		
				Analysis Complete	Assignee analyzes again to correct
				Hold	
Release Manager Approves for Deployment	*	Status =	Deployment Approved		
				Deployed	
				Hold	
	*	Long Description that identifies the reason the CR was rejected for deployment			
	*	Status =	Deployment Rejected		
				Analysis Complete	Assignee analyzes again to correct
				Approved for Analysis	
				Hold	
CM creates deploy configuration and CCM deploys		Status =	Deployed		
				Closed	
				Closure Rejected	
				Hold	
Originator certifies operability	*	Status =	Closed**		
	*	Long Description describing the reason the CR was not closed.			
		Status =	Closure Rejected		
				Analysis Complete	Assignee analyzes again to correct
				Hold	
*** Originator can also close a CR after a rejection or during the phase that the CR was originally opened.					